

<b>Notice of References Cited</b>	Application/Control No.	Applicant(s)/Patent Under Reexamination	
	09/732,589	ANDREWS ET AL.	
	Examiner	Art Unit	Page 1 of 2
C. Michelle Colon	3623		

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,067,525	05-2000	Johnson et al.	705/10
	B	US-6,668,281	12-2003	Ayyadurai, V. A. Shiva	709/223
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Archived version of www.salesforce.com, March and August 2000 [retrieved from www.archive.org]
	V	"Salesforce.com Reaches 1000 Customers In First Month," PR Newswire, March 10, 2000 [retrieved from Proquest]
	W	Apicella, Mario. "UpShot ESP: Workspace for closing deals," InfoWorld, Sep 25, 2000 [retrieved from Proquest]
	X	Uiterwijk, Julie et al. "Workgroup sales-force automation : Riding the sales revolution," InfoWorld, Oct 5, 1998 [retrieved from Proquest]

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>		Application/Control No.	Applicant(s)/Patent Under Reexamination	
		09/732,589	ANDREWS ET AL.	
		Examiner	Art Unit	Page 2 of 2
		C. Michelle Colon	3623	

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"The 1996 software guide: Targeting and reaching the right customers more effectively," Direct Marketing, Jun 1996 [retrieved from Proquest]
	V	Varney, Sarah. "Arm your salesforce with the Web," Datamation, Oct 1996 [retrieved from Proquest]
	W	Wilburn, Gene. "Contact managers help you keep track of business associates," Toronto Star, Jun 2, 1994 [retrieved from Proquest]
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.